
PRODUCTS AND SERVICES ARE PROVIDED WHEN I NEED THEM.

GENERAL INFORMATION CONCERNING HR ISSUES IS PROVIDED IN A TIMELY MANNER.

MY HR OFFICE RESPONDS TO MY QUESTIONS IN A TIMELY MANNER.

MY HR OFFICE RETURNS MY PHONE CALLS PROMPTLY.

MY HR OFFICE PROVIDES FOLLOWUP/CLOSURE TO AN ISSUE IN A TIMELY MANNER.

MY HR OFFICE PROVIDES PRODUCTS/SERVICES THAT MEET MY NEEDS.

MY HR OFFICE IS ALWAYS LOOKING FOR WAYS TO DO THINGS BETTER.

HR PERSONNEL HAVE KNOWLEDGE OF THE PRODUCTS AND SERVICES BEING DELIVERED.

MY HR OFFICE PROVIDES RELIABLE AND ACCURATE INFORMATION AND ADVICE.

MY HR OFFICE PROMOTES/ PROVIDES INFORMATION ON WORKLIFE PROGRAMS (E.G., AWS, TELECOMMUTING, DAY CARE, EAP, DRUG & ALCOHOL)

MY HR OFFICE TREATS ME COURTEOUSLY.

MY HR OFFICE EXPLAINS RESPECTIVE ROLES AND RESPONSIBILITIES WITHIN THE HR PROCESS.

MY HR OFFICE INTERPRETS AND EXPLAINS REGULATIONS AND PROCEDURES TO ME CLEARLY.

HR ACTIVITIES ARE CONDUCTED IN A CONFIDENTIAL MANNER.

MY HR OFFICE IS FLEXIBLE IN TRYING TO MEET MY SPECIFIC NEEDS.

MY HR OFFICE EFFECTIVELY BALANCES THE NEED TO ADHERE TO REGULATIONS WITH MY NEEDS.

MY HR OFFICE PROVIDES EXCELLENT PRODUCTS AND SERVICES IN THE FOLLOWING AREA:

- A. STAFFING / RECRUITMENT
- B. POSITION/JOB CLASSIFICATION
- C. LEARNING AND DEVELOPMENT (TRAINING / CAREER DEVELOPMENT)
- D. PERFORMANCE MANAGEMENT/AWARDS AND RECOGNITION
- E. EMPLOYEE BENEFITS (HEALTH, LIFE, TSP, RETIREMENT, LEAVE)
- F. EMPLOYEE RELATIONS (GRIEVANCES, CONDUCT & PERFORMANCE ISSUES, ADVERSE ACTIONS)

[illegible]

G. LABOR RELATIONS (IMPLEMENTATION/INTERPRETATION OF UNION CONTRACT AGREEMENTS, NEGOTIATIONS)

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DO NOT KNOW	VERY IMPORTANT	IMPORTANT	NOT IMPORTANT

H. DIVERSITY

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I. AUTOMATED HR SERVICES AND SYSTEMS

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J. ORGANIZATIONAL DEVELOPMENT SERVICES (FACILITATION, CHANGE MANAGEMENT, REORGANIZATIONS, CONSULTATIONS)

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K. SPECIAL EMPHASIS PROGRAMS (DISABILITY, HISPANIC, NATIVE AMERICAN INDIAN, ASIA/PACIFIC, ETC.)

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L. STUDENT EMPLOYMENT AND INTERNSHIP PROGRAMS

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ADDITIONAL INFORMATION

18 WHICH RATING WOULD YOU GIVE THE HR OFFICE FOR OVERALL PERFORMANCE?

A. EXCELLENT	<input type="checkbox"/>
B. ABOVE AVERAGE	<input type="checkbox"/>
C. AVERAGE	<input type="checkbox"/>
D. BELOW AVERAGE	<input type="checkbox"/>
E. UNSATISFACTORY	<input type="checkbox"/>

YOUR SUGGESTIONS:

I FEEL THAT MY HR OFFICE CAN BETTER SERVE MY NEEDS BY:

NON-SUPERVISORY/MANAGERIAL EMPLOYEES STOP HERE.

SUPERVISORS/MANAGERS PLEASE COMPLETE THE FOLLOWING SECTION.

Supervisors/Managers Questions

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DO NOT KNOW	VERY IMPORTANT	IMPORTANT	NOT IMPORTANT
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TIMELINESS

1	MY HR OFFICE WORKS WITH ME EARLY IN THE PLANNING PROCESS TO DEVELOP STRATEGIES AND OPTIONS ON HR MATTERS.							
2	MY HR OFFICE PROVIDES PRODUCTS AND SERVICES IN A TIMELY MANNER.							
3	MY HR OFFICE KEEPS ME INFORMED ON THE STATUS OF MY PERSONNEL ACTIONS, PROJECTS OR PROGRAMS.							

QUALITY

4	MY HR OFFICE PROVIDES ACCURATE AND RELIABLE INFORMATION AND ADVICE.							
5	MY HR OFFICE STRIVES TO REDUCE PAPERWORK AND SIMPLIFY PROCESSES.							
6	MY HR OFFICE TAKES AN INNOVATIVE APPROACH TO MEET MY NEEDS.							
7	MY HR OFFICE PROVIDES PRODUCTS AND SERVICES THAT MEET MY NEEDS.							

SERVICE/PARTNERSHIP

8	MY HR OFFICE REGULARLY SEEKS CUSTOMER FEEDBACK TO IMPROVE SERVICES.							
9	MY HR OFFICE WELCOMES MY PARTICIPATION IN PLANNING HR ACTIVITIES.							
10	MY HR OFFICE WORKS WITH ME TO IDENTIFY, PREVENT, AND RESOLVE HR PROBLEMS.							
11	MY HR OFFICE UNDERSTANDS THE MISSION OF MY PROGRAM OFFICE.							